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June 16, 2014

CONFIDENTIAL FILING

VIA FEDERAL EXPRESS

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

RE: New Hope Telephone Cooperative, Inc.'s Confidential Financial Information
Subject to Protective Order;
In re WC Docket Nos. 10-90, 07-135, 05-337, 03-109; CC Docket Nos. 01-92,
96-45; GN Docket No. 09-51; and WT Docket No. 10-208.

Dear Ms. Dortch:

In conjunction with the annual reporting requirements of 47 C.F.R. §§ 54.313 and 54.422, New Hope Telephone Cooperative, Inc. ("New Hope"), an Alabama rate of return carrier and a recipient of high cost support, respectfully submits the enclosed, marked confidential information under seal, as specified in the FCC's Protective Order of November 16, 2012 ("Protective Order") (WC Docket Nos. 10-90, 07-135, 05-337, 03-109; CC Docket Nos. 01-92, 96-45; GN Docket No. 09-51; and WT Docket No. 10-208), and 47 C.F.R. §§ 0.457 and 0.459, and requests confidential treatment of said information. New Hope has electronically filed FCC Form 481 to the Commission with redacted Line 3005 financial data and a redacted Five-Year Network Improvement Plan.

The confidential information is required by 47 C.F.R. § 54.313(f)(2) and includes detailed financial information that is competitively sensitive and would not normally be made available for public inspection. Disclosure of this information would have a substantial negative impact on New Hope. Pursuant to 47 C.F.R. § 0.049(b), New Hope provides the following information in support of its request that the confidential material enclosed herein be withheld from public inspection.

47 C.F.R. § 049(b)(1). Exemption 4 of the Freedom of Information Act ("FOIA") protects "trade secrets and commercial or financial information obtained from a person [that is] privileged or confidential." New Hope maintains this information is confidential, competitively sensitive data not normally made available to the public, which, if released, would have a substantial, negative competitive impact on New Hope. Each page of the non-redacted version of this filing containing confidential information is marked as "CONFIDENTIAL NOT FOR PUBLIC INSPECTION."

47 C.F.R. § 049(b)(2). This information is being submitted in compliance with 47 C.F.R. § 54.313(f)(2) and is to be filed in WC Docket No. 10-90. Privately-held rate of return carriers that receive high cost support must complete the FCC Form 481, to include "[a] full and complete annual support of the company's financial condition and operations as of the end of the preceding fiscal year." New Hope is requesting that portions of this information be afforded confidential treatment.

47 C.F.R. § 049(b)(3). The information designated as confidential is detailed financial information including a balance sheet, income statement, and cash flow statement that is competitively sensitive information not normally made available to the public, which, if released, would have a substantial, negative competitive impact on New Hope.

47 C.F.R. § 049(b)(4)&(5). Such financial information is generally not subject to routine public inspection under 47 C.F.R. § 0.457(d), which would subject New Hope to substantial competitive harm.

47 C.F.R. § 049(b)(6)&(7). New Hope has routinely treated the non-public information included in this submission as confidential and has protected it from disclosure to outside parties. Any financial information required to be submitted to state regulatory authorities has also been filed as confidential information, in accordance with state rules and/or statutes.

47 C.F.R. § 049(b)(8). New Hope believes that this information should be treated as confidential for a minimum period of ten years.

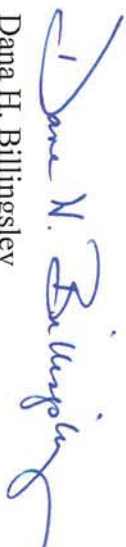
As required in the Protective Order, two copies of the redacted confidential information are being filed simultaneously with the non-redacted confidential information, marked as "REDACTED – AVAILABLE FOR PUBLIC INSPECTION."

Questions regarding this matter should be addressed to us at the telephone number shown above.

Ms. Marlene H. Dortch, Secretary
Page Three
June 16, 2014

Very Truly Yours,

WILKERSON & BRYAN, P.C.



Dana H. Billingsley
Attorney for New Hope Telephone Cooperative, Inc.

Enclosure

cc: Jim Cook, General Manager

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**
FCC Form 481
 OMB Control No. 3060-0086/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code 250308

<015> Study Area Name NEW HOPE TEL. COOP

<020> Program Year 2015

<030> Contact Name: Person USAC should contact with questions about this data Tammy Weeks

<035> Contact Telephone Number: 2567232050 ext.

<039> Contact Email Address: tammy.w@nehp.rat

Email of the person identified in data line <030>

ANNUAL REPORTING FOR ALL CARRIERS

	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> Unfulfilled Service Requests (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Detail on Attempts (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Unfulfilled Service Requests (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Detail on Attempts (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> Functionality in Emergency Situations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Company Price Offerings (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> Terrestrial Backhaul (Y/N)?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terms and Condition for Lifeline Customers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2000> Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005> Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3000> (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005> (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(check box when complete)

<100> Service Quality Improvement Reporting

<200> Outage Reporting (voice)

<210> ☒ check box if no outages to report

<300> Unfulfilled Service Requests (voice)

<310> Detail on Attempts (voice)

(attach descriptive document)

<320> Unfulfilled Service Requests (broadband)

<330> Detail on Attempts (broadband)

(attach descriptive document)

<400> Number of Complaints per 1,000 customers (voice)

<410> Fixed

<420> Mobile

<430> Number of Complaints per 1,000 customers (broadband)

<440> Fixed

<450> Mobile

<500> Service Quality Standards & Consumer Protection Rules Compliance

<510> 250308a1510 .pdf

(attach descriptive document)

<600> Functionality in Emergency Situations

250308a1510 .pdf

(check to indicate certification)

<610>

(attach descriptive document)

<700> Company Price Offerings (voice)

<710> Company Price Offerings (broadband)

<800> Operating Companies and Affiliates

<900> Tribal Land Offerings (Y/N)?

<1000> Voice Services Rate Comparability

(if yes, complete attached worksheet)

(check to indicate certification)

<1010>

(attach descriptive document)

<1100> Terrestrial Backhaul (Y/N)?

(if no, check to indicate certification)

<1110>

<1200> Terms and Condition for Lifeline Customers

(complete attached worksheet)

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>

(check to indicate certification)

(complete attached worksheet)

<2005>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>

(check to indicate certification)

(complete attached worksheet)

<3005>

(complete attached worksheet)

(complete attached worksheet)

**(100) Service Quality Improvement Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

250308a1112.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehg.net

[illegible]

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

1/1/2014

See attached worksheet

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013


<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- | Select
(Yes, No,
NA) |
|--|
|  |
| |
| |
| |
| |
| |
| |
| |
| |
| |
- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
 - <922> Feasibility and sustainability planning;
 - <923> Marketing services in a culturally sensitive manner;
 - <924> Compliance with Rights of way processes
 - <925> Compliance with Land Use permitting requirements
 - <926> Compliance with Facilities Siting rules
 - <927> Compliance with Environmental Review processes
 - <928> Compliance with Cultural Preservation review processes
 - <929> Compliance with Tribal Business and Licensing requirements.

Select
(Yes, No,
NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

Please check this box to confirm no terrestrial backhaul
<1120> options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers
<1130> broadband service of at least 1 Mbps downstream and 256 kbps
upstream within the supported area pursuant to § 54.313(G)

☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://nhcc.coop/products-and-services/phone/lifeline-assistance/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation**Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehpp.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)} ☐

<2011> 3rd Year Certification {47 CFR § 54.313(b)(2)} ☐

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012> 2013 Frozen Support Certification ☐

<2013> 2014 Frozen Support Certification ☐

<2014> 2015 Frozen Support Certification ☐

<2015> 2016 and future Frozen Support Certification ☐

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017> 3rd year Broadband Service Certification ☐

<2018> 5th year Broadband Service Certification ☐

<2019> Interim Progress Certification ☐

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 250308
 <015> Study Area Name NEW HOPE TEL COOP
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data Tammy Weeks
 <035> Contact Telephone Number - Number of person identified in data line <030> 2567232050 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> tammyw@nchp.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))
 (3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ ☒
 (Yes/No) ☒ ☒

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☒

- (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☒

250308a13017.pdf

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, is your company audited?

(Yes/No) ☒ ☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

- (3023) Underlying information subjected to a review by an independent certified public accountant ☐

- (3024) Underlying information subjected to an officer certification. ☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0086/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	250308
<015> Study Area Name	MEM HOBBS TEL COOP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Thanny Weeks
<035> Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	taannyw@nethp.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	MEM HOBBS TEL COOP
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/13/2014
Printed name of Authorized Officer:	James Cook
Title or position of Authorized Officer:	General Manager
Telephone number of Authorized Officer:	2567234211 ext.
Study Area Code of Reporting Carrier:	250308 Filing Due Date for this form: 06/30/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(700) Price Offerings including Voice Rate Data Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

1/1/2014

<703>

[illegible]

(710) Broadband Price Offerings
Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	250308
-----------------------	--------

<015> Study Area Name	NEW HOPE TEL COOP
-----------------------	-------------------

<020> Program Year	2015
--------------------	------

<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
-------	---	-------------

<035>	Contact Telephone Number - Number of person identified in data line <030>	2567232050 ext.
-------	---	-----------------

<039> Contact Email Address - Email Address of person identified in data line <030> tammyw@nohp.net

[illegible]



Five-Year Network Improvement Plan
For New Hope Telephone Cooperative



















Appendix A- Five-Year Plan

Study Area Code
Study Area Name
Company Contact Name
Contact Telephone Number
Contact Email Address

240308
New Hope Telephone Cooperative, Inc.
Tammy Weeks
256-725-4211
tammyw@nchp.net



Appendix B - Five-Year Plan

Study Area Code	<u>250308</u>
Study Area Name	<u>New Hope Telephone Cooperative, Inc</u>
Company Contact Name	<u>Tammy Weeks</u>
Contact Telephone Number	<u>256-723-1211</u>
Contact Email Address	<u>tammyw@nehp.net</u>



Appendix C- Five-Year Plan

Study Area Code

250308

Study Area Name

New Hope Telephone Cooperative, Inc.

Company Contact Name

Tammy Weeks

Contact Telephone Number

256-723-4211

Contact Email Address

tammyw@nchp.net



**New Hope Telephone Cooperative, Inc.
Demonstration of Complying With Applicable Service Quality Standards and
Consumer Protection Rules for Voice and Broadband**

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

New Hope Telephone Cooperative, Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Alabama Public Service Commission’s Rules and Regulations, Telephone Rules, Rule T-12, Filing of Telephone Tariffs and The Code of Alabama 1975 Section 37-1-81, which disclose rates, terms and conditions of service to customers; (2) adherence to state consumer protection requirements governing telephone providers which require adherence to minimum service standards as

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

identified in the Alabama Public Service Commission's Rules and Regulations, Telephone Rules, Rule T-21, protection against cramming and other deceptive practices as identified in Rule T-16(C)(11); (3) truth-in-billing requirements as identified in Rule T-16; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company offers the following as examples of how it meets the service quality and consumer protection requirements. Company maintains and updates appropriate tariffs with all rates, terms and conditions on file with the Alabama Public Service Commission and maintains a copy of such tariff for public inspection at Company offices. Company also sends all required bill messages and/or customer notifications, including but not limited to, do-not call list, cramming, truth-in billing, Low Income Support/Lifeline, etc. Company also maintains a CPNI Manual and Red Flag Manual. Company also provides and trouble reports to the Alabama Public Service Commission.

Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3.

**New Hope Telephone Cooperative, Inc.
Ability to Function in Emergency Situations for Voice and Broadband**

New Hope Telephone Cooperative, Inc. hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Alabama Public Service Commission Rules and Regulations, Telephone Rules. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company's central office(s) that have twenty-four (24) hour maintenance coverage or have an automatic start engine alternator can provide a minimum of three (3) hours of batter reserve in accordance with the Alabama Public Service Commission Rules and Regulations, Telephone Rules, Rule T-21(L)(2). All other central office(s), as and if applicable, have a minimum of eight (8) hours of battery reserve In accordance

¹ Section 54.202(a)(2) requires ETGs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

with Rule T-21(L)(2). Company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

USDA-RUS	<i>This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.</i>
	BORROWER NAME
	New Hope Telephone Cooperative



OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS

INSTRUCTIONS- See RUS Bulletin 1744-2



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**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

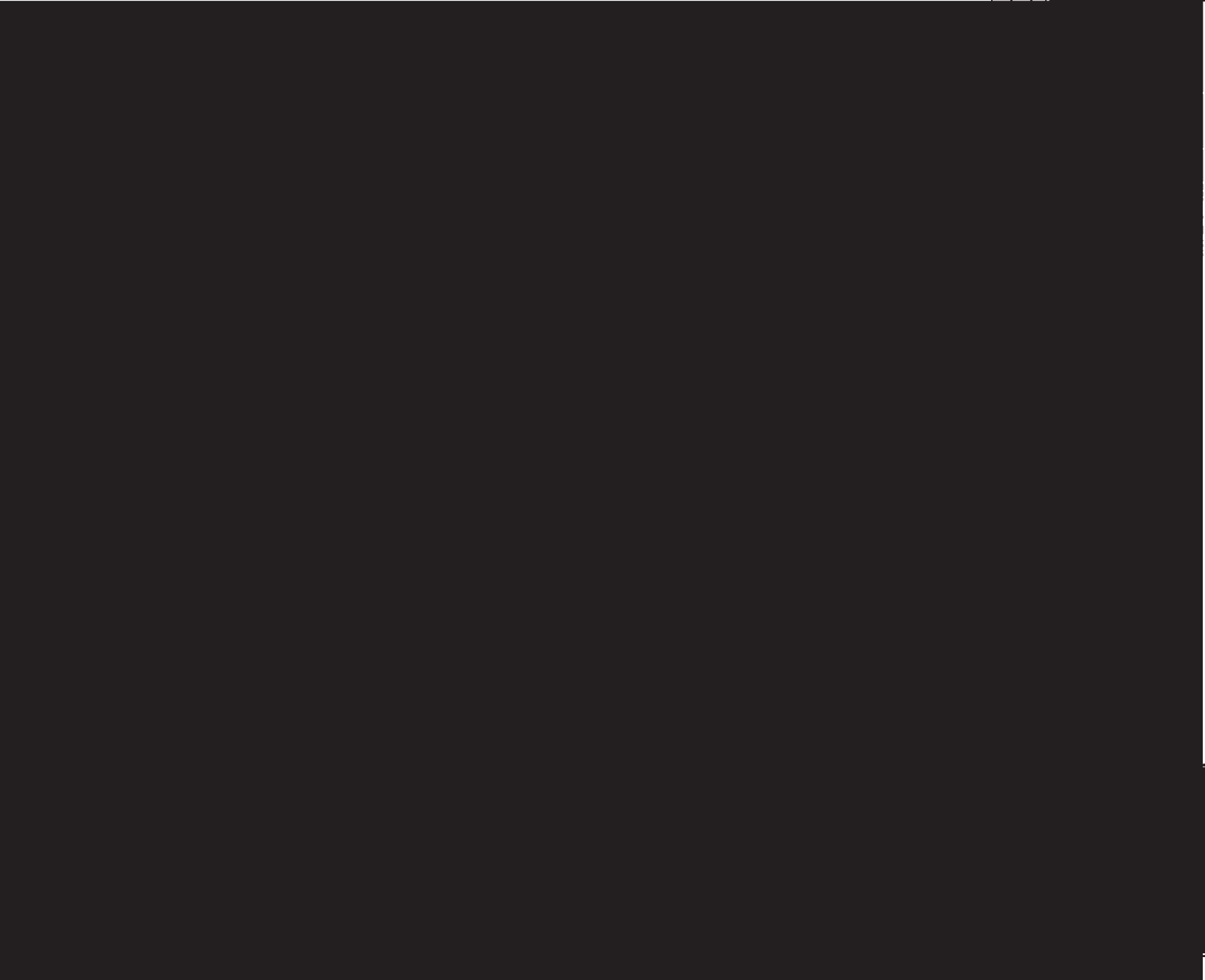
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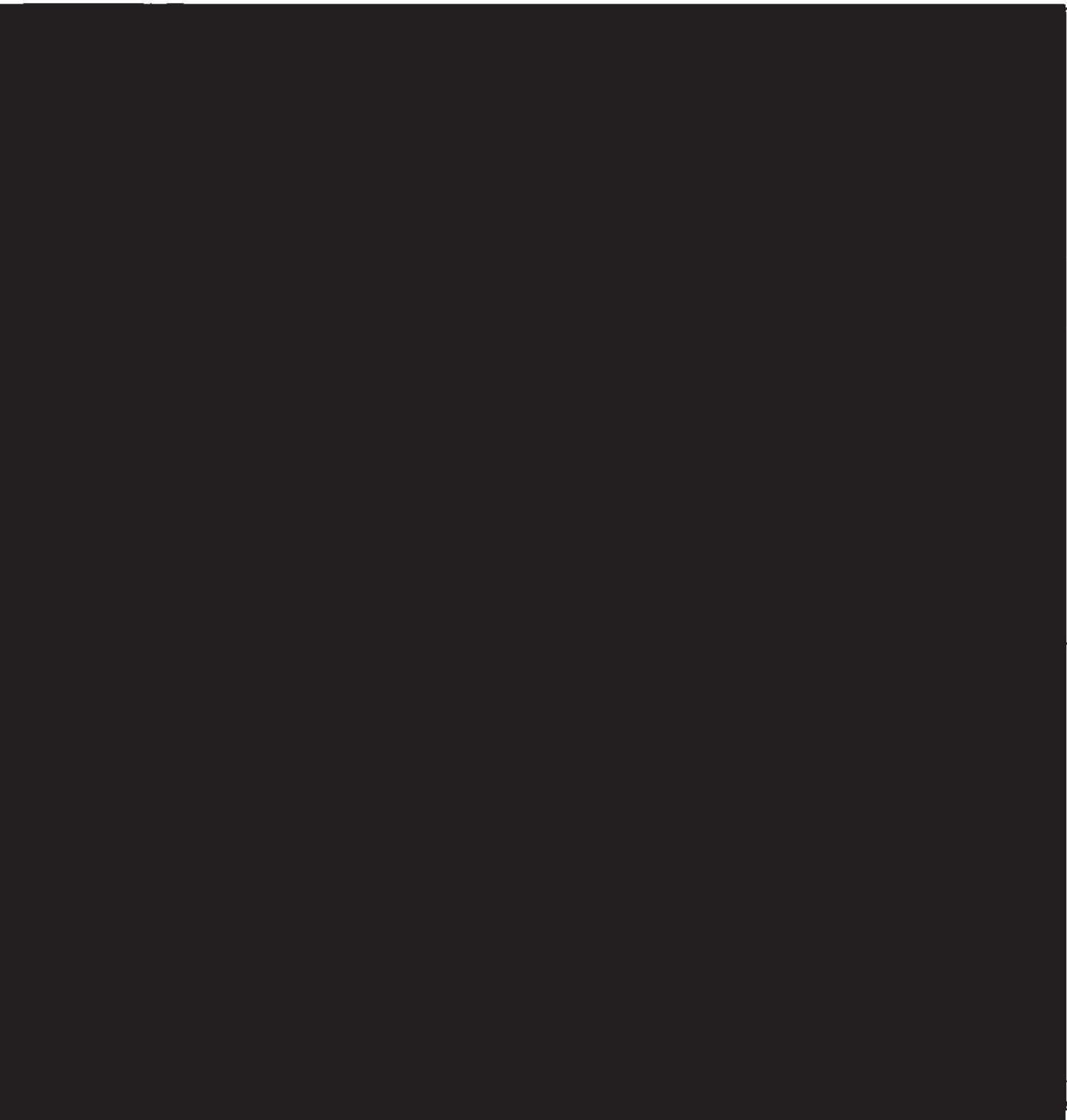
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**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

INSTRUCTIONS – See help in the online application.



USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	AL0524
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2013
NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	

USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	AL0524
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2013
CERTIFICATION, LOAN DEFAULT NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	